TELEHEALTH READINESS ASSESSMENT TOOL

USER GUIDE

March 2020
Introduction

This guide overviews the Telehealth Readiness Assessment (TRA) Tool and helps users understand how to complete the interactive version online. Screenshots are provided along with green arrows indicating points of reference in each of the four sections of the TRA Tool:

- Launch the TRA Tool
- Complete the practice self-assessment questionnaire
- View your results
- View supporting guidance and other telehealth resources
About the Online TRA Tool

The TRA Tool is designed to help ambulatory practices determine their readiness for implementing or scaling telehealth services. The tool also provides guidance and resources to improve readiness in five key areas (or “telehealth readiness concepts”):

- Core Readiness
- Financial Considerations
- Operations
- Staff Engagement
- Patient Readiness
Five Telehealth Readiness Concepts

1. **Core Readiness** - To what extent has your practice considered the need for telehealth, the benefits of telehealth and the challenges associated with implementing it?

2. **Financial Considerations** - Does your practice have realistic expectations for the financial implementations of telehealth including initial costs, sustainability, liability insurance, and reimbursement procedures?

3. **Operations** – Has the practice considered how telehealth will impact operations, and is the practice able and willing to make appropriate changes?

4. **Staff Engagement** - Is the practice team interested and engaged in implementing telehealth?

5. **Patient Readiness** - Are practice patients ready for and interested in telehealth?
Launch the TRA Tool

- Go to: mhcctelehealthtool.herokuapp.com
- The home page offers background information and a button to launch the questionnaire
Begin the practice self-assessment questionnaire

- Get started by selecting one of the five key telehealth readiness concepts; these can be completed in any order.
Complete the self-assessment questionnaire

- Begin by clicking on “Answer Questions” in any of the key component areas
Self-Assessment Questionnaire

- As you progress through the questionnaire, select the option that most accurately reflects the actions you or your practice have taken or considered in preparation for telehealth implementation.
- You can return to the key component menu at any time by clicking the “Key Component Menu” at the bottom of the questionnaire screen.
Self-Assessment Questionnaire (Continued...)

- Upon completion, you will be directed to proceed to the next series of questions
Self-Assessment Questionnaire (Continued...)

- Navigate to any concept in the tool by clicking Concept Menu at the top or using the buttons to the left of the Key Components menu.
View your results

- Once you’ve completed the questionnaire, or at any point in completing key components of the questionnaire, view your results on the My Results page

- You can also print and download a PDF of your results by clicking on “Print My Results”
View supporting guidance and other telehealth resources

- To gain more knowledge about any of the key components identified as areas for improvement, or any in which you have interest, click on the “View Guidance” button from the Key Components page or the My Results page.
Supporting Guidance

- You can also download all of the guidance documents to print or email by clicking on the "Download All Guidance" from the My Results page.
Telehealth Resources

- Additional links to telehealth resources are available on the Telehealth Resources page
What did you think?

The MHCC appreciates your input!

After using the TRA Tool, provide feedback by answering this short survey:

https://www.surveymonkey.com/r/TRAfeedback
Questions?

Contact Alana Sutherland at alana.sutherland@maryland.gov